



Offices at Brookmans Park and Potters Bar

01707 664549 and 01707 655466

Email to: [sales@duncanperry.co.uk](mailto:sales@duncanperry.co.uk)  
[lettings@duncanperry.co.uk](mailto:lettings@duncanperry.co.uk)

### **DUNCAN PERRY ESTATE AGENTS – COMPLAINTS PROCEDURE**

**We are members of The Property Ombudsman for both Sales and Lettings thus ensuring we adhere to a Code of Practice.**

**Should you wish to make a complaint about our service or a member of staff we would request that in the first instance you put your complaint in writing to Mrs T Perry, Director, Duncan Perry Estate Agents, 48A The Broadway, Potters Bar, Herts. EN6 2HW and by e-mail to [Teresa@duncanperry.co.uk](mailto:Teresa@duncanperry.co.uk) We will acknowledge receipt of your complaint within 3 working days and respond fully to your complaint within 15 working days.**

**Should you not be satisfied with our response and you feel that your complaint has not been resolved to your satisfaction, you may contact The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire. SP1 2BP Tel No: 01722 333306 or email to: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Further information can also be found on their website [www.tpos.co.uk](http://www.tpos.co.uk)**

**You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.**

**The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.**